

IDAHO EMERGENCY COMMUNICATIONS COMMISSION

OFFICIAL MINUTES

October 6, 2005

A meeting of the Idaho Emergency Communications Commission (IECC) was held on this date in the West Conference Room, Joe R. Williams Building, Boise, Idaho. Chairman Nancolas called the meeting to order at 1:04 p.m.

Members Present:

Garret Nancolas, Mayor, City of Caldwell, Commission Chairman
Rich Wills, State Representative and Commission Vice-Chairman
R. David Moore, Blackfoot Police Chief, Commission Treasurer
Bill Bishop, Director, Bureau of Homeland Security
Teresa Baker, Ada County Prosecutor's Office
Matt Beebe, Commissioner, Canyon County Commission
Clint Berry, Qwest, Boise
Dia Gainor, Chief, Idaho Bureau of Emergency Medical Services
Greg Vickers, Idaho Emergency Medical Services Association (by phone)
Ann Cronin, Special Assistant, Idaho State Police, Commission Secretary
Jim Lemm, J&R Electronics, Inc., Coeur d'Alene (by phone)
Gary Aman, Owyhee County Sheriff
Joanna Guilfoy, Deputy Attorney General and Ex-Officio Member

Members Absent:

Ben Estes, Retired Chief, Pocatello Fire Department

Others Present:

Joe Roche, Department of Administration (ADM)
Rick Thompson, Department of Administration
Rich Elwood, Information Technology Resource Management Council (ITRMC)
Colonel Dan Charboneau, Director, Idaho State Police
Lex Rutter, Department of Administration
Nathan Bentley, Information Technology Resource Management Council

Les Shadduck, Ada County Sheriff's Office
Nicola Jansen, Ada County Sheriff's Office
Dodie Collier, Statewide Interoperability Executive Council (SIEC)
Sandy Harris, Statewide Interoperability Executive Council
Scot Maring, Department of Administration

Approval of Minutes

MOTION: Commissioner Cronin moved and Commissioner Moore seconded that the Commission approve the minutes of the September 1, 2005 Idaho Emergency Communications Commission meeting with one minor correction (location error). The motion passed unanimously.

Financial Reports

Operating Budget

Mr. Rick Thompson, ADM's Internal Management Systems Administrator, presented the financial report. He reported that the Commission has now gone through one full fiscal year. Total expenditure by the Commission was \$13,644 with the main expenditures being for travel/meeting expenses and administrative support expenses. The Commission ended the fiscal year with \$94,231 in the bank. The Side-by-Side Comparison shows the estimated amount of fees to be received was \$114,817 and the actual amount received was \$105,355.

The Commission decided that the budget should be closed out for Fiscal Year 2005 and a new year started.

MOTION: Commissioner Wills moved and Commissioner Beebe seconded that the financial report be accepted. The motion passed unanimously.

Col Charboneau Presentation

Col Charboneau, Director of the Idaho State Police, reported that he co-chairs an ITRMC task force (TF) with Dave Ekern, Director of the Idaho Transportation Department (ITD), and that they are tasked to look at the network infrastructure in Idaho and determine if there is a better way to manage that infrastructure. The TF is looking to determine if there is some economy of scale and cost efficiency that could occur through a better managed network. They have found that there is a significant amount of need and interest (including public sector and education) for bandwidth across this state. This Internet access can serve not only the schools' educational needs, but also public safety needs. He feels this technology is on a collision course at the Public Safety Answering Points (PSAPs) and we have to figure how to manage this collision.

He stated that things are moving fast. The SIEC is on the cusp of putting together a radio interoperability system for public safety in Idaho. Key to this system is the microwave backbone under control of the Department of Administration. As emergency planners, they are

looking for a secondary way for redundancy. He feels fiber optics can play a role in this. Also, IECC's role in this is that PSAPs may be receiving emergency calls over the Internet. We must figure out how the work of the IECC will interface with SIEC and the ITRMC TF.

He feels this is a unique opportunity in that we need a cohesive plan put together to manage these different forums and how these technologies will arrive at the PSAPs. We can't just look at what each group is doing separately. He feels we need a partnership. We need to build a plan together or at least be aware of each other's plans. He said there may be a time when all three groups should come together. The TF currently has a concept and hopefully before January will have a mechanism to move to the planning stage. The TF is talking border-to-border, north-to-south, east-to-west, in building this network and management system.

SIEC Report

Dodie Collier, representing the Statewide Interoperability Executive Council, gave an update on recent SIEC actions and changes. The SIEC last met on September 22, 2005.

- Ms. Collier passed out two articles about emergency communications that had been printed recently in The Idaho Statesman.
- She has been with the SIEC for 1½ years and she feels she has seen the convergence that Col Charboneau mentioned. As she goes around the state, people are asking about radio, fiber, satellite, microwave, and redundancy. She feels the SIEC also sees the need to bring all groups together to start discussion on the planning process.
- The SIEC is moving into the planning process for radio communications and has set October 29th to begin moving into the planning design phase.
- The Technical sub-committee has come up with an estimated cost of just under \$300 million for a 700 MHz system throughout Idaho.
- The Policy sub-committee is meeting with Mr. Bill von Tagen of the Attorney General's office to discuss the future of the SIEC since it is currently formed under an Executive Order.
- The Outreach sub-committee is taping their second generation DVD in the next two weeks.
- The next meeting of the SIEC will be October 27th.

Proposed Grant Rules

Commissioner Guilfooy reported that the proposed grant rules were posted on September 7th. The time period to request a public hearing ended on September 21st and no requests were received. The time period for public comments ended on September 28th and no comments from the public were received. However, comments were received from the Legislative Services Office recommending minor changes in the language. We are not obligated to accept the changes, but she feels the changes add clarity. If these modifications are approved by the IECC, they will be published in the November bulletin.

MOTION: Commissioner Baker moved and Commissioner Berry seconded that the changes be made and the rules be presented to the legislature for adoption. The motion passed unanimously.

Needs Assessment Survey

Commissioner Baker provided and discussed an Executive Summary that she, Commissioner Berry, and Mr. Les Shadduck of the Ada County Sheriff's office put together of the responses received from the Dispatch Center Profile survey. The underlying theme is that the answers are "as is." The person completing the survey may or may not have known how to answer it as there seemed to be a lack of knowledge of the technical terms. Education may be an issue and training may be needed. She also said there is a trend that we will be seeing more wireless calls. A copy of the Executive Summary is attached.

Review Action Items/Next Steps

Chairman Nancolas began the discussion by pointing out that since we now have the survey data, it is important to determine how best to use the money that the Commission has collected. Commissioner Cronin recommended that a sub-committee be formed to meet regularly and make proposals to the Commission.

MOTION: Commissioner Gainor moved and Commissioner Beebe seconded that a sub-committee be formed to develop new action items and next steps for proposal to the Commission. This sub-committee will consist of Commissioners Cronin (chair), Bishop, and Moore. Commissioners Baker and Berry are to serve as counselors since they authored the Executive Summary and have an understanding of the Dispatch Center Profile survey results. The motion passed unanimously.

New Business

NASNA

Commissioner Cronin reported that she attended the past two meetings of the National Associations of State 9-1-1 Administrators (NASNA); however, she has a conflict with the next meeting scheduled in Washington DC on November 1st and 2nd. Chairman Nancolas said he will be in Washington DC on that date and could possibly attend. Commissioner Baker offered to go if Chairman Nancolas could not.

MOTION: Commissioner Cronin moved and Commissioner Moore seconded that the Commission pay the expenses for the Commissioner who attends the meeting. The motion passed unanimously.

Future Meeting Coordination

MOTION: Commissioner Moore moved and Commissioner Gainor seconded that the November meeting of the IECC be dispensed in lieu of a meeting of the sub-committee to formulate action items and next steps items. The motion passed unanimously.

MOTION: Commissioner Beebe moved and Commissioner Gainor seconded that the next meeting of the IECC be on December 1st at 1:00 PM. The motion passed unanimously. The location will be in the West Conference Room, 1st Floor, Joe R. Williams Building, 700 W. State St, Boise, ID.

MOTION: Commissioner Bishop moved and Commissioner Beebe seconded that the January meeting of the IECC be on January 5, 2006, in Boise. The motion passed unanimously.

Open Comment Period

Commissioner Baker reported on her attendance at the Grant Institute Conference held at Boise State University. She felt the information provided was very valuable and recommended others attend if given the opportunity.

Commissioner Cronin asked if a presentation on the government rules and processes pertaining to soliciting, receiving, and sub-granting federal grant funds could be given at an upcoming meeting. Following discussion, Commissioner Cronin said she knew of someone who could give such a presentation. She will give the name to Mr. Maring for coordination and scheduling.

Chairman Nancolas asked about the annual presentation to the Legislature and if Mr. Maring could look into how and when this will be scheduled.

Commissioner Aman raised the issue that there are some wireless providers that do not have the ability or equipment to get to Phase II. The attitude of some providers is that they will stay at Phase I or simply turn off the tower. He stated that in remote, rural Idaho this will be a major problem. While FCC rules state the provider will provide Phase II, the issue has never been brought before the FCC. Commissioner Beebe added that the issue may not be that the provider is not willing, but that the provider can't due to not having enough towers in the area to triangulate and that the lack of customers makes it uneconomical for the provider to build more towers. Commissioner Lemm said he would provide Commissioner Aman contact information for the wireless carrier.

Commissioner Aman made a suggestion about the development of an education CD for the PSAPs. Commissioner Cronin made note of it for her sub-committee on "New Action Items" to consider.

Commissioner Cronin said the State of Washington's 911 Statewide Administrator, Bob Oenning, has told her that he is able to address the Commission on his experiences with 911 in

his state. Commissioner Berry added that Washington is a model for government-private sector partnering.

Adjournment

MOTION: It was moved by Commissioner Aman and seconded by Commissioner Beebe to adjourn the October 6, 2005 Idaho Emergency Communications Commission meeting at 2:50 p.m. The motion passed unanimously.

Mayor Garret Nancolas, Chairman
Idaho E911 Emergency Communications Commission

Scot R. Maring, Administrative Assistant
Department of Administration

Addendum: Commission Progress on its Prioritized Activities

Funding

~~Portion of 1% to be assessed (4 votes)~~
How to fund the “have-nots” (2 votes)
Sub-optimize by city?
~~Grant funding resources~~
~~Commission (ECC) funding/budget (1 vote)~~
Recommendation/advice on E911 spending
(ECC needs to decide scope)
Proactive to fund more than systems
(e.g. services, training, implementation)
(How will Title 31 money be used)
~~Federal funds application process~~
(track, assess, audit, measure)
~~Fee collection vs. ECC assistance~~
(City must vote in fees)
Statewide E911 procurement contracts
(Mutual needs buying power)
Conduit for funding

Systems

Scope of system—ECC role (equip, people)
Money for infrastructure
System implementation
(technical issue, project management)
Technical resources
Who defines architecture, and how do we
use and leverage systems
Need to understand baseline (education)
Identify technical resources & leverage
Regulate and consolidate systems
System interoperability standards
Business continuity—backup/recovery
Standards to engage vendors
Define minimum standards for system,
vendors (including purchasing)
Standards for a consolidated emergency
communication system

Evaluation/Assessment

What is the baseline by County (as-is) (5 votes)
Leverage Office of Disaster Preparedness survey
Evaluate current standards
Recommend model – performance indicators
Establish “to-be” baseline

Governance

~~Cooperation—PSAP representation~~
~~Know statutory responsibilities (1 vote)~~
~~ECC by laws, committees (10 votes)~~
~~Guidelines for operations~~
Define level of mediation funding
Recommend model org. structure
ECC focus on all areas
(Clearinghouse for E911 assistance)
Long-term vision
(systems, organizations, processes)
Short-term tactical plan
~~ECC statewide representation~~
~~Acquire wireless representative member~~
~~Mediation Standards/Criteria~~
ECC staff support (1 vote)
Stay focused on mission
Rules for distributing moneys

Education/Information

~~How will the 1% assessment be used~~
E911 need for money, improvements
Promote cohesive, solidarity,
interoperability, statewide cooperation
SIEC et. al.--standard definitions
Communicate—who’s doing what?
Message: consolidate, coordinate,
funding, standards, leverage, etc.
May conflict with autonomy.
~~Tech. Educ. of ECC members (9 votes)~~

IDAHO EMERGENCY COMMUNICATIONS COMMISSION DISPATCH CENTER SURVEY EXECUTIVE SUMMARY

Prepared by Commissioners Clint Berry and Teresa Baker
and Les Shadduck, Ada County Sheriff's Office
October 6, 2005

During the spring and summer of 2005, the Idaho Emergency Communications Commission engaged in the process to determine where each county stands in terms of the use of 911 in Idaho and the various technologies that are available for use in most areas of the state. The Commission believed that the survey would give them a better understanding of where its efforts to help local government should be focused. The Commission sought the technical and administrative assistance of the Ada County Sheriff's Office Communications Division to complete the survey and compile the information. A big thank you is expressed to Les Shadduck as he was responsible for the obtaining the information and compiling it for the Commission.

Included in this summary is the information that is the most relevant to the next steps the Commission needs to engage in. The full survey results that were 100% completed are available for review and should be helpful to the Statewide Interoperability Executive Council (SIEC) and other government and public safety entities for planning purposes. The answers in the survey are as provided by those responding to the questions without any change to the data that may be incorrect. However, when compiling this information it was observed while there was a great response to the survey, there is a basic underlying theme in the answers to the questions that there is a need for education in not only basic terminology but also in enhanced PASP technologies.

- ❑ Number of Public Safety Answering Points ("PSAPs"): 47 total
 - Counties: 40
 - Multi-county: 1
 - Cities: 6 - includes the City of Moscow which contracts with the City of Pullman, Washington

- ❑ Number of 911 calls per month: approximately 41,913
 - Wireline calls: 28,338 Percent of total calls: 68%
 - Wireless calls: 13,575 Percent of total calls: 32%
 - PSAPs unable to determine number of calls per month: 12

The number of Voice Over Internet Protocol ("VoIP") calls into dispatch centers is becoming more prevalent although no specific data was collected.

- ❑ Number of PSAPS utilizing Phase I information: 5 (Includes Ada, Bingham, Kootenai, Minidoka and the City of Moscow)

The expected implementation of Phase I in most PSAPs is largely unknown.

- ❑ Number of PSAPS utilizing Phase II information: 3 (Includes Ada, Bingham and Kootenai)

The expected implementation of Phase II in most PSAPs is largely unknown.

- ❑ Carriers – There a large variety of wireless and wireline operating throughout the state and are all generally known by the PSAPs.
 - The PSAP with the fewest is 2.
 - The PSAP with the most is 17.
- ❑ Computer Aided Dispatch (“CAD”) Systems – Most PSAPs are using some variety of CAD.
 - 31 PSAPs are using a CAD system
 - 16 PSAPs are not using a CAD system
- ❑ Geographical Information Systems (“GIS”)- Most PSAPs are not using some variety of GIS. This is significant as Assessor’s offices are using this information but not dispatch.
 - 14 are using GIS in dispatch
 - 33 are not using GIS in dispatch
- ❑ Automatic Vehicle Location (“AVL”) – Only 2 PSAPs are using this technology. Ada County and the City of Twin Falls are currently using.
- ❑ Records Management System (“RMS”) - Most PSAPs are using some variety of RMS
 - 38 PSAPs are using a RMS system
 - 9 PSAPs are not using a RMS system
- ❑ Emergency Medical Dispatch (“EMD”) – There are about half of the PSAPs using these systems.
 - 25 PSAPs are using a EMD system
 - 22 PSAPs are not using a EMD system
- ❑ There are 467 full-time dispatchers and 86 part-time dispatchers employed in the State.
- ❑ Shifts for dispatchers vary between 8 to 12 hour shifts.
- ❑ Training of dispatchers is widely varied.

- Length of training on average is about 6 weeks and included in that is 2 weeks for law enforcement call training, 2 weeks for fire call training and 2 weeks for emergency medical call training.
- Significant that there are 9 PSAPS that do not provide any formal training.
- ❑ Backup Dispatch Centers (“BUD”) – Of major significance is that 26 PSAPs do not operate a BUD in the event their main system is dysfunctional. Of those centers that have a BUD most do not routinely test the BUD’s readiness.
- ❑ PSAP Operation Cost – Size of the center and population is the major factor of determining the cost of operation, as this is common sense. However, the cost of operation in this survey was largely unreported. Of those reporting:
 - High - \$290,000/month
 - Low - \$200/month
- ❑ PSAP Income from various sources:
 - Wireline fees
 - Wireless fees
- ❑ Use of 911 user fees for payment of dispatcher salaries
 - 10 are using
 - 36 are not using
 - 1 unknown
- ❑ A question should have been included in the survey as to whether or not an independent audit was being performed by the various entities collecting 911 user fees in compliance with the Emergency Communications Act.

This survey and the information it contains and how it is utilized should be viewed as a work in progress. If you feel you need detailed information in specific areas, please contact Scot Maring, Department of Administration as he has the raw data and should be able to provide the information in the format you require.